

2003-2006

Performance Measures for Accountability

The Corporation for National and Community Service (CNCS), Learn and Serve America (LSA) has taken a strong interest in performance-measured accountability. As such, they will hold grantees (e.g. the California Department of Education, CalServe Initiative) accountable based on our ability to accomplish specific performance measures. These measures are developed by the grantees (CDE and our grantees) and are data driven. Due to this requirement CalServe will require 2003-2006 Developmental Partnership grantees to develop a system for collecting, organizing and reporting performance data on an ongoing basis.

The CalServe Developmental RFA has incorporated the use of the CNCS, LSA performance measure accountability system. Performance measures are divided into three kinds of "indicators." Indicators describe a range of products or services and benefits associated with designing, supporting, and implementing service-learning activities.

"Output" indicators describe the quantitative results rather than the resulting benefits of the service-learning project or other related activities. These deliverables are things such as the number of trees planted, books read, students involved or people helped. Output indicators may also describe the number of reflections written, teachers trained or reports written. Applicants will describe their output indicators using Form C, **Summary of Key Output Indicators** and Form D, **Partnership Output Indicators**.

The second kind of indicator is an "outcome" indicator and it describes the resulting benefits of a product or service (output). There are two kinds of outcome indicators: "intermediate"-outcome indicators and "end"-outcome indicators. Intermediate-outcome indicators describe the short-term benefits or changes for participants or beneficiaries, but do not describe the results of the long-term vision of the partnership. Examples of intermediate-outcome indicators might include: knowledge or skills gained, increased satisfaction with teaching, improved school and district support, improved school-community relations, beneficiary satisfaction. Applicants will state the intermediate-outcome indicators they have selected in the Program Narrative, Sections 2-6. End-outcome indicators describe the long-term changes that have occurred for students, schools and the district, and the community. Examples might include: three-year vision achieved, policy implemented with associated benefits reported, community quality of life improved.

Below is an example of output indicators and intermediate outcome indicators performance measures for students, teachers, schools and districts, and the community for Section 2, High-Quality Service-Learning.

Audience	Activities	Output Indicators (Results / Products)	Intermediate-Outcome Indicators (Benefits to Participants and Community)
Students	-Plan and implement Service-learning activities	-Trees planted -Students participating -Presentations made -Tests taken	-Academic knowledge and skills gained -Civic Responsibility and ethic of service gained
Teachers	-Training event held	-Teachers Trained	-Knowledge and skills gained
School and District	-Advisory meetings held -Board presentations made	-Plans developed -Policy approved	-Leadership for service-learning gained -Support for service-learning gained
Community	-Training event held -Support for service activity gained	-Partners trained -Service placements made	-Knowledge gained about service-learning -Community relations improved